

LOS ANGELES FIRE DEPARTMENT



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Provider Success Story:

Electronic Patient Care Report (ePCR)

LAFD serves America's second largest city and is one of the largest fire departments in the United States:

- 106 Fire Stations
- 3,578 Uniformed & Civilian Members
- 2012 responded to 397,232 emergency incidents
- 84% of the emergencies were Emergency Medical Service (EMS) related



City Council and Mayor approve new EMS Field Data Capture and Billing Systems (August 2010)

Partners Sansio and Intermedix join the LAFD

Objectives:

- Replace existing paper-based EMS reports
- Capture & record patient data using new handheld computers
- Improve efficiency of ambulance billing/reimbursement
- Improve security of patient protected health information

To Do List:

- ✓ Develop and deliver LAFD policies and training
- ✓ Deploy hardware, software and support logistically
- ✓ Collaborate with regional stakeholders
- ✓ Implement a new delivery system for hospitals to receive EMS reports

Project Timeline: Must be complete by July 1, 2011

Previous Paper-based Reports

- Subject to inclement weather and loss
- Legibility and documentation issues
- Security and protection of Patient Health Information (HIPPA compliance)
- Storage/Archive needs



New Hardware



ePCR Data Flow (New Method)



Department teams working together:

"One Goal - One Deadline!"

- Team 1: Coordination & Training – Emergency Medical Services Division
- Team 2: Systems & Support – Management Information Systems Division
- Team 3: Vehicle Installations – Supply & Maintenance Division

Coordination & Training

Team 1 – EMS Division:

Develop policies, training programs & materials, coordinate field implementation and collaborate with external stakeholders.

- Created Training/Implementation "Road Map"
- Initiated ePCR Pilot Project (January 2011)
- Delivered 118 (4) hour primary training classes (2400 members)
- Implemented Advanced Quality Assurance Team
- Collaboration: LA County EMS Agency & Hospital Association of Southern California

Systems & Support

Team 2 – Management & Information Systems Division:

Integrate new hardware and software platforms into existing infrastructure, receive and configure devices, register new devices each with a specific wireless phone number, deploy and troubleshoot hardware issues.

- Received and cataloged 477 new devices
- Provided initial configuration of devices
- Created hardware inventory system
- Provided technical support and facilitated systems integration (i.e. CAD, Sansio HealthEMS & Intermedix)
- Utilized existing staff (8 members)



Apparatus Installations

Team 3 – Supply & Maintenance Division:

Develop apparatus installation strategy for new computer battery chargers, integrate new wiring harness into apparatus electrical systems and provide logistical support for existing and new apparatus fleet.

- Apparatus wiring installations (2 hours each)
- 210 Rescue Ambulances
- 200 Fire Engines
- 60 Fire Trucks
- Utilized existing staff (8 members)



Implementation Timeline

Battalion 7 Pilot Program
January 18, 2011



Department "live"
City-wide
June 22, 2011



Lessons Learned

Successful ePCR implementation has resulted in quality of service improvements:

- ✓ Patient care & documentation improvement
- ✓ Ensures privacy & security of confidential patient information
- ✓ Speeds data transmission
- ✓ Improves statistical data collection
- ✓ Allows for prompt and accurate invoicing



Lessons Learned

Communication and Stakeholder partnerships an imperative:

- Implementation Team Members
- LA County EMS Agency
- Hospital Association of Southern California
- Local hospital ED/ITA leadership

Implementing new technology and data transmission programs requires patience supported by expertise!

EMS reports must be reconciled daily to ensure policy compliance and accurate transport invoicing

ePCR implementation and associated billing changes resulted in a net revenue increase of \$12.8M during the first year of the new program



New LAFD Business Model

ePCR: "The Seed" for future Health Information Exchange



Thank you - Questions

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